

POLICY 2.2

TITLE: EMD ELIGIBLE STUDENT QUALIFICATIONS AND PREREQUISITE REQUIREMENTS

DATE: January 2015

- I. All candidates for Emergency Medical Dispatch training must meet the following qualifications and prerequisite requirements:
 - A. Primary qualifications (adapted from ASTM F 1258-95 7.5):
 1. Proficiency in reading and writing English and other language or communications skills necessary to function in the given area.
 2. Ability to speak clearly and distinctly on the radio and telephone.
 3. Ability to hear voice and other signals through telephone and radio devices as well as those sounds activated by on-site equipment.
 4. Ability to remain calm, use reasoned judgement, function, and communicate effectively in stressful or crisis situations.
 5. Ability to maintain a professional attitude, specifically regarding courtesy and empathy for the situations encountered with callers.

It will be the responsibility of the candidate's hiring agency to verify these qualifications prior to enrolling the candidate in the EMD Program. Should an instructor note a deficiency in any of these areas, it should be noted on the Student Registration Form and a copy of the form should be forwarded to the candidate's agency.

- B. Prerequisite training requirements (adapted from NHTSA NSC EMD Program Implementation and Administration Managers Guide):
 1. All candidates shall have successfully completed a course of training in basic telecommunications which covered the following topic areas:
 - a. Interpersonal communications and basic caller interrogation skills.
 - b. Recording information, message construction and transmission.
 - c. Overviews of Police, Fire and EMS functions and use of standard operating procedures.

- d. Public Safety Telecommunications Systems.
 - e. Radio broadcasting rules and procedures.
 - f. Telecommunicator legal issues, security and privacy issues.
 - g. New Jersey's Enhanced 9-1-1 System and Operating procedures.
2. All candidates shall be currently certified in CPR by successful completion of a CPR Course recognized by the New Jersey Department of Health.

C. Documentation of Prerequisite Training

Prerequisite training may be documented by:

1. A photo copy of the candidate's original basic telecommunications training certificate and CPR card.
2. A letter from the Lead Instructor for the basic telecommunications or CPR course indicating completion of the course for which a certificate or card is pending.

Students will not be fully certified as EMDs until such time as all prerequisite requirements are successfully completed, regardless of whether an EMD Certificate is issued while other certifications are pending.